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**Heidi Namkung**

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**EDUCATION**

University of California, Davis, December 2011

Bachelor of Arts in **Women and Gender Studies**, Minor in **Psychology**

**Related Experience:**

**Suicide Prevention Yolo County June 2011 to Present**

**Volunteer**

* Recognized for leveraging above average interpersonal skills to quickly build rapport with callers.
* Utilized strong listening skills to diffuse crisis calls.
* Escalated calls in a timely fashion during high distress situations.
* Leveraged critical thinking skills to assist callers with strategizing solutions.
* Documented, managed, and submitted clerical work for statistical analysis purposes.

**Quicklys September 2010 to August 2012**

**Cashier**

* Independently handled high-volume customer orders and requests in person and over the phone by leveraging multitasking skills.
* Worked with Linux software for managing store’s register.
* Managed store’s register, receipts, and various financial reports accurately.
* Assisted manager with customer complaints and concerns.

**Allie True March 2012 to August 2012**

**Aid**

* Accompanied teenager with disabilities during afternoon hours with activities
  + Swimming, walking the dog, watching television, drawing, doing arts and crafts, and practicing social skills with friends and peers.
* Noted of all types of behavior, interactions, and activities for assessment purposes.
* Recognized for establishing great relationships with the True family (customer).

**UC Davis APIQ September 2009 to August 2011**

**Cabinet**

* Organized weekly club meetings by utilizing distribution lists in Google Mail and composed updates to all members under the organization’s listserv.
* Created workshops, discussions, and social activities/games for weekly meetings by leveraging social media tools like Twitter, Facebook, and Blogs.
* Responsible for compiling comprehensive notes during meetings using MS Word (70 wpm).
* Campaigned to students throughout campus by tabling major school events, distributing informative flyers, and maintaining event schedules through social networking.
* Set new goals, assist each other with any tasks, attend conferences, and organized fundraisers.
* Historian tasks:
  + Photographed events, meetings, and social gatherings to maintain in archives.
  + Managed the organization’s Facebook page and website by editing photos and files, updating information, and creating events.
  + Photo editing utilizing Adobe Photoshop and Adobe Illustrator.

**Child and Adolescent Abuse Resource and Evaluation January 2011 to March 2011**

**Intern**

* Developed accurate organization skills in filing paper, client charts, and folders
* Collected packets of resources on Child Welfare
* Assisted staff with computer and tech tasks
  + Data entry, copy machine, PDF conversions, fax machines, and Microsoft programs.
* Interacted with foster children while guardians were away with the psychologists.

*References available upon request*